

Job Guiyab

Mobile +971 52 444 6708
B36, Apartment 114, Al Khail Gate 1
Al Quoz, Dubai, UAE
Email: job.guiyab@outlook.com



OBJECTIVE

To obtain an organizational position where there is a room for advancement and personal growth related to my educational background and professional experience.

PROFILE

A highly resourceful, dedicated with strong work ethic and able to motivate staff to perform to their maximum potential. With an in depth experience on Bar and Restaurant Operation, P&L, costing, staffing, cost control and pre-opening. Exceptional organizational and planning skills; adaptable and enjoy new challenges. Possess required communication skills, approachable, friendly and proven to create a guest memorable experience.

Area of Expertise

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|-------------------------------|-----------------------|--------------------|
| • Bar & Restaurant Management | • Price Strategies | • Menu Engineering |
| • Pre Opening | • Guest Retention | • Event Planning |
| • Stock Control | • Innovative Business | |
| • Staff Development | • Promotional Ideas | |

PROFESSIONAL EXPERIENCE

December 2019 – July 2021

Director of Food and Beverage
Widus Hotel & Casino
Clark, Philippines

Key Accomplishment

- Trained, coached and mentored staff to ensure smooth adoption of new programs as well as old. Ensured high standards of food and beverage quality, service and marketing to maximize profits and ensure outstanding customer service.
- Implemented departmental strategies and maximized the financial performance of departments by increasing covers of 9.23% and department profit revenue of 5.61%.
- Managed annual budget by maintaining appropriate inventory and staffing levels.
- Introduced new beverage and food menu alongside with Executive Chef which increased over all revenue by 2.73% compared to budget and 7.13% compared to previous year.
- Improved total food and beverage costs by through menu engineering and instituting new inventory control measures. Trained all managers to maximize existing system to control and reduce over-all beverage cost to 19.64%.
- Develop and implement re opening guidelines and safety measures for Food and Beverage.

August 2019 – November 2019

Cluster Food and Beverage Manager
DoubleTree by Hilton Doha – Al Saad
& Aleph Residences Curio Collection
by Hilton West Bay, Doha, Qatar

Key Accomplishment

- Created operational manual and standard operating procedure for each outlet.
- Analyzed market need for both hotel guests and the local market, monitoring and analyzing the activities and trends of competitive restaurants and bar where we based our pricing strategy.
- Created a pre-opening training plan and development programs to improve personal or department standards liaising closely with the Training Manager.
- Established departmental manning and hire based nationality and gender ratio.
- Developed beverage and food offering for all Outlets based on each concept and an event specific menu alongside with Executive Chef.
- Sourced suppliers and approved uniform designs based on Outlet concept and lead the team go green and sustainability initiatives.
- Established pre-opening budget and expenses, source out all OS&E for each Food and Beverage Outlet.

February 2016 – June 2019

Restaurant General Manager
Jumeirah Mina A' Salam Hotel
The Arabian Resort, Dubai

Key Accomplishment

- Maintained expense below budget and through accurate planning, purchasing, waste reduction and cost effective procedure which we achieve an average of 23.9% on overall cost.
- Maximized profitability of the Outlet by increasing turnover (revenue and covers) as a first priority and controlling costs as a second priority with a 25% increase on covers and Restaurant utilization.
- Develop and introduced new beverage menus to all outlet, trained and develop bartenders and service staff.
- Lead the team in food tasting, cocktail and wine list development, created interactive menu both food and beverage which increase guest and staff engagement.
- Enhanced and developed brunch concept including food and beverage offering.
- Responsible for all Health and Safety in the restaurant and ensured that all H&S guidelines are maintained and regular audits on H&S and Fire Safety are in place with a Grade A in audits.
- Inspire a first class team to deliver excellence, consistency, quality and guest experience where it reflect in hotel customers survey by achieving 92.5% and consistent average score of 97% in mystery dinner.
- Developed and successfully implemented marketing plan for the entire year.
- Lead on sales initiative to promote restaurants by featuring the signature dishes and beverage in Lounges to create awareness to hotel guest.
- Forecast daily, weekly and monthly in advance for both revenue and products and achieve an average of +/-5% accuracy.
- Achieved a low staff turnover of 10% in comparison to 20% on previous calendar year.

October 2014 – February 2016

Beverage Manager
Jumeirah Restaurant Group
Dubai, U.A.E

Key Accomplishment

- Successfully re launched Bahri Bar, Beach Lounge and Segreto Lounge with new menu concept.
- Manages all aspects of beverage ordering, inventory, cost controls and pricing and maintained an average of 19.2% cost.
- Deliver margins in line with budgets and to have an understanding of the financial targets and motivate the staff to achieve them.
- Developed and created training materials for beverage service which created awareness and confidence of staff. Lead training either internally or by sourcing external training.
- Set up bar business in promotions, events and deals and to maintain a dialogue with suppliers which helped the venue to increase footfall and maintained costs.
- Trained all Restaurant General Managers, created awareness and a better understanding on Food and Beverage Cost for standalone and hotel restaurant.

January 2014 – October 2014

Assistant Beverage Manager
Jumeirah Mina A Salam Hotel
The Arabian Resort, Dubai

November 2012 – December 2013

Assistant Outlet Manager
Jumeirah Mina A 'Salam Hotel
The Arabian Resort, Dubai

December 2010 – November 2012

Assistant Bars Manager
Raffles Dubai

September 2009 – December 2010

Assistant Restaurant Manager
(Multi Outlet) Pre- Opening
Cabana Restaurant & Lounge
NA3NA3 All Day Dining &
Ember Grill & Lounge
The Address Dubai Mall Hotel

November 2008 – September 2009

Assistant Outlet Manager
Beach House Cabana
Emirates Leisure Retail

September 2007 – November 2008

F&B Supervisor
(Pre-Opening)
Raffles Dubai

July 2004 – September 2007

Team Leader &
Departmental Trainer
Koubba Bar& Armoury Lounge

Toscana Restaurant
(Pre-Opening)
Madinat Jumeirah
The Arabian Resort, Dubai

June 2002 – July 2004

Bartender

Makati Shangri-La Hotel,
Philippines

September 1999 – March 2002

In-Store-Trainer Bartender

TGIFridays, Philippines

EDUCATIONAL ATTAINMENT

1997 – 2000

Jose Rizal University

Bachelor of Commercial Science - Management

SKILLS

Computer Literacy

- | | | | |
|--------------------|---------------------|--------------|-------------|
| • Microsoft Office | • MS Word &Excel | • PowerPoint | • Publisher |
| • RESPAK | • Microsoft Outlook | • EMC & FMC | • Adaco |
| • SevenRooms | | | |

TRAINING AND SEMINAR ATTENDED

- Wine and Spirits Education Trust, Intermediate, Level 2
- Restaurant Revenue Management, Cornell University
- Hygiene Person in Charge Certificate, Highfield Awarding Bodies, EMEA
- Brandy Classics Introduction Course
- Group Training Skills Workshop

CHARACTER REFERENCE

- Available upon request